

## NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Date 04/27/2007

Department of Education  
Office of Federal Student Aid  
FOR CERTIFYING OFFICIAL: Michell Clark  
FOR CLEARANCE OFFICER: Angela Arrington

In accordance with the Paperwork Reduction Act, OMB has taken action on your request received 02/13/2007

ACTION REQUESTED: Extension without change of a currently approved collection

TYPE OF REVIEW REQUESTED: Regular

ICR REFERENCE NUMBER: 200702-1845-001

TITLE: Generic Clearance for Federal Student Aid Customer Satisfaction Surveys and Focus Groups Master Plan

LIST OF INFORMATION COLLECTIONS: See next page

OMB ACTION: Approved with change

OMB CONTROL NUMBER: 1845-0045

The agency is required to display the OMB Control Number and inform respondents of its legal significance in accordance with 5 CFR 1320.5(b).

EXPIRATION DATE: 04/30/2010

DISCONTINUE DATE:

BURDEN:	RESPONSES	HOURS	COSTS
Previous	12,000	2,900	0
New	15,300	8,400	0
Difference			
Change due to New Statute	0	0	0
Change due to Agency Discretion	3,300	5,500	0
Change due to Agency Adjustment	0	0	0
Change Due to Potential Violation of the PRA	0	0	0

TERMS OF CLEARANCE: This generic clearance for ED/ FSA customer satisfaction focus groups and surveys is approved under the following conditions:

1) FSA shall use the generic clearance to collect customer satisfaction data (via surveys, focus groups or software usability testing sessions) where the agency seeks to gather information for general service improvement, not for publication or for the purpose of informing significant policy or resource allocation decisions.

2) Focus groups should be of limited size and scope.

3) For individual surveys or focus groups, FSA shall submit a generic clearance request in ROCIS along with an abbreviated supporting statement in the template agreed to by OMB and Education. This statement shall include all relevant information, including a statement of need, intended use of information, description of respondents, information collection procedures, expected response rate, justification for incentive, estimated

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burden.

4) OMB will respond with clearance or questions within 10 working days.

OMB Authorizing Official:

John F. Morrall III  
Acting Deputy Administrator,  
Office Of Information And Regulatory Affairs

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
Master Plan Customer Surveys and Focus Group Surveys				8,400 / 0 / 15,300
Total Hours Actually Used for Information Collections Under Currently Approved ICR:				8,400